

 <p>North West Care Co-Operative</p>	<p><i>'A Co-operative approach to safe, quality care, under your control and informed by your experience'</i> <i>'Together we can live life well'</i></p> <p>Company limited by guarantee without share-holders Registered Office: <i>Sension House, Denton Drive, Northwich, CW9 7LU</i> Company No: 11676038 Care Quality Commission ID: 1-5637274181 Email: nwcarecoop@gmail.com Telephone: 07999 403700 Website: nwcarecoop.co.uk</p>
Date reviewed:	December 2021
Date Approved:	18 th January 2022
Next review:	Spring 2024
Responsible Person:	Lynne Turnbull
Registered Manager:	John Roberts
<p><i>The overarching purpose of our Whistleblowing Policy is to ensure that clients are not prevented from enjoying a life well lived as consequence of a failure to articulate and act on any concerns in relation to their support.</i></p>	

Purpose and scope

We are committed to creating and maintaining a culture of openness within our organisation so that individuals feel encouraged and confident to raise any concerns relating to suspected misconduct at an early stage.

We also recognise the negative effect which malpractice can have on the organisation, and therefore encourage you to raise genuine concerns, or any suspicions of misconduct that you might have.

This Policy is intended to cover concerns that are made in the public interest. If the matter is of an individual or personal nature it should be pursued through the Complaints Policy. Complaints relating to discrimination, victimisation or harassment should be dealt with through the Complaints Policy.

This Policy applies to full and part-time workers, and contractors, home workers and agency workers, except if they are genuinely self-employed.

This Policy is non-contractual and may be amended by us at any time.

Protection

We appreciate that those reporting concerns may be apprehensive. We want to reassure you that you will suffer no detrimental treatment by voicing your concerns.

We will not tolerate victimisation, harassment, bullying or any other detrimental treatment of any worker who has made a disclosure under this Policy. Complaints about such behaviour will be dealt with under the Disciplinary Procedure.

Should you feel you have been subjected to any detriment by raising a concern under this Policy you should notify your Principal Member or the Registered Manager.

Disclosures under this Policy

You can make a disclosure under this Policy if you have genuine concerns relating to any of the following areas of malpractice, or suspected malpractice:

- Criminal activity
- Miscarriages of justice
- Practices endangering health and safety
- Practices damaging the environment
- Failure to comply with a legal obligation
- Bribery
- Financial malpractice, impropriety, or fraud
- Attempts to conceal any of the above.

The malpractice can be past, present or prospective. It may have occurred inside or outside the United Kingdom.

You are encouraged to report suspected wrongdoing as soon as possible. No action will be taken against you if you raise genuine concerns even if the concern you raised is not confirmed by any subsequent investigation.

Confidentiality and anonymity

Any disclosure you make under this Policy will be treated as far as reasonably practicable in a confidential and sensitive manner. If confidentiality is not reasonably practicable, for instance, because of the nature of the information, this will be explained to you.

We hope you will feel comfortable to voice any concerns openly, however, you may make a disclosure anonymously. However, concerns expressed

anonymously cannot be dealt with as effectively as open disclosures as they are often more difficult to investigate.

How to make a disclosure

In the first instance you should bring the matter to the attention of the Registered Manager. If the disclosure contains allegations about the Registered Manager or the malpractice occurs at this level, you may make the disclosure directly to the Chair of the Co-Operative Management Committee (who is also a member of the Board of North-West Care Co Operative (NWCC)).

If your disclosure contains allegations which you do not wish to make to the Chair of the Co-Operative Management Committee, you can make the disclosure to the Chair of the Board of North West Care Co Operative (NWCC).

If your disclosure concerns a very serious allegation the Board of North-West Care Co Operative (NWCC) will be notified.

The Registered Manager can be contacted at 07581 435146.

The Chair of the Board of North-West Care Co Operative (NWCC) can be contacted via 01606 331853.

Investigation

Once a concern has been raised, we will investigate this. If you have not made the complaint anonymously, you will be asked to attend a meeting as part of this investigation.

We will keep you informed as to the progress of the investigation, as far as is possible and appropriate bearing in mind any confidentiality obligations that apply. Please note that you will not be given details of any disciplinary action taken unless we consider this appropriate.

Dissatisfaction with the outcome of the process

If you are dissatisfied with the outcome of the investigation, you should raise this with the Chair of the Board of North-West Care Co Operative (NWCC), giving the reasons for your dissatisfaction. He/she will respond in writing

notifying you of his/her acceptance or rejection of the need for further investigation and the reasons for this.

Training

As part of their Induction package our Personal Assistant Members are briefed on their rights and responsibilities under this Policy. The Policy is available via the Member's Handbook.

All members will be briefed as to their role in supporting this Policy and the appropriate action to take in the event of any disclosure being made to them.

Breach of this Policy

We may invoke the Disciplinary Procedure if you are found to have subjected a whistle-blower to any form of detrimental treatment. It may also be invoked if you have intentionally misled us in respect of any matter, breached this Policy in any other way and/or if we believe that you have made a false allegation maliciously.